



Department of Health  
and Environment  
*Division of Health Care Finance*

## STATE EMPLOYEE HEALTH PLAN

### DIRECT BILL NEWS MAY 2014

DIRECT BILL TOLL FREE—1-866-541-7100  
TOPEKA AREA—785-296-1715



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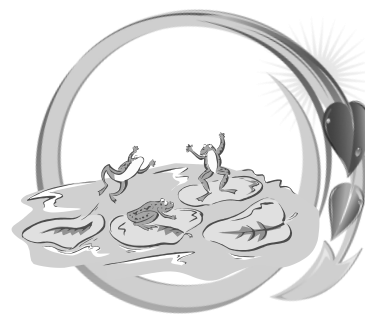
## Authorized Personal Representative

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) protects health insurance coverage for workers and their families when they change or lose their jobs. There are many provisions under HIPAA. The HIPAA Security requirements (effective April 20, 2005) ensure confidentiality of electronic protected health information that the health plan creates, receives, maintains or transmits.

At times it may be necessary for a member to allow another individual (family member, other relative, or friend) to discuss and act on behalf of that member regarding their coverage under the State Employee Health Plan (SEHP). It is recommended that you consider the possibility that there may be a time in which you may need assistance from someone else to act on your behalf regarding your SEHP coverage.

In order to protect your confidential and personal health information and allow the SEHP to talk to someone on your behalf, an Authorized Personal Representative form must be completed by you and the person you wish to designate as your authorized personal representative. Without this form, the SEHP will not discuss anything or act upon any requests from any individual other than you regarding your SEHP coverage.

You may have as many authorized personal representatives as you wish. A form will need to be completed for each person you wish to designate as an authorized personal representative. The form(s) must be sent to SEHP Membership Services and will be kept along with the rest of your SEHP information. This authorization will remain in effect until you no longer wish that individual to be your authorized personal representative.



## Authorized Personal Representative

If an Authorized Personal Representative form is on file with the SEHP and you no longer wish to have that individual act on your behalf, you must submit a Revocation of Personal Representative Form to SEHP Membership Services.



Both forms are available on the SEHP website at <http://www.kdheks.gov/hcf/sehp/Forms.htm> under the Appendices section. They can be found towards the bottom of the page under the heading "HIPPA Forms." You can also call our Direct Bill Membership team at 1-866-541-7100 to discuss any questions you might have and obtain the forms.



## Contact Information

Please be sure that your most current address, phone number, and email address is on file with the State Employee Health Plan. This is to ensure that you receive important information about your Direct Bill health insurance in a timely manner.

**Call our Direct Bill Toll Free line at 1-866-541-7100 to speak to a Direct Bill Specialist and update your contact information.**



## Open Enrollment Materials Online - Opt-In for Print

Beginning this Fall, the State Employee Health Plan (SEHP) is excited to announce the transition to fully digitized Open Enrollment materials. The same content you rely on for your State benefits information will be exclusively available on our website. ([www.kdheks.gov/hcf/sehp](http://www.kdheks.gov/hcf/sehp)) Not only is the online material conveniently accessible 24/7, this move will positively impact our environment by reducing our carbon footprint during the Open Enrollment period year-in and year-out.

For members who would still like to receive printed Open Enrollment materials, you can "opt-in" via an online form. Simply visit the website below and complete the required fields. Printed Open Enrollment materials for PY 2015 will **only** be mailed to members who have opted-in via the link below.

[www.surveymonkey.com/s/OEmaterials](http://www.surveymonkey.com/s/OEmaterials)

## \*Important Reminders\*

### **Mid-Year Changes (Excluding Termination Requests) -**

Mid-year changes to your plan or coverage level can only be made with a qualifying mid-year event. Mid-year qualifying events include marriage, divorce, loss of other coverage, gaining other coverage, etc. If you are uncertain whether an event constitutes a mid-year qualifying event to change your coverage, you may contact our Direct Bill Hotline for assistance. You always have the option to terminate your Direct Bill coverage at any time. **Remember:** You can make any changes to your coverage during the annual Direct Bill Open Enrollment period in November. Changes made during Open Enrollment take effect the first of the year.

### **Questions About Claims -**

If you have any questions related to specific claims or EOB mailings (Explanation of Benefits) that you may receive, you should contact the specific carrier (i.e. Blue Cross Blue Shield, Delta Dental, First Health, etc). If you have questions regarding a specific claim or drug cost, you should contact the carrier's customer service line directly for assistance.

**Blue Cross Blue Shield**  
800-332-0307

**First Health Part D**  
1-888-736-3133

**Delta Dental**  
800-234-3375

**Coventry Advantra**  
800-727-9712

**Caremark**  
800-294-6324

**Superior Vision**  
800-507-3800



## Gaining Medicare Mid-Year Due to Disability

If you are under the age of 65 and have become Medicare eligible mid-year due to a disability, you are eligible to enroll in one of the Medicare supplemental plans offered by the State Employee Health Plan (SEHP).

The SEHP sends out monthly letters notifying newly eligible members of their Medicare plan options with the State. If you receive one of these letters, or experience an event that makes you Medicare eligible due to disability, contact one of our Direct Bill Specialists toll-free at 1-866-541-7100. If you would like to know more about the SEHP's Medicare supplemental plans, you can find additional information and comparison charts on our website:

**<http://www.kdheks.gov/hcf/sehp/directbill.htm>**



## Want to be More Fit? Please Stand Up!

If you exercise regularly you probably assume you're pretty healthy. What you may not realize is that even daily workouts may not be enough if you spend the rest of your day sitting at a desk.

Research shows people who sit for long periods—even those who meet recommended exercise guidelines—are more likely to develop chronic conditions like diabetes, obesity, and heart and lung disease. A new study found being physically active *doesn't mean* you're sitting less. In short, it suggested sit less by standing and walking more.

Northwestern University researchers monitored healthy women, ages 40 to 75, for a week. Their findings were published in the *International Journal of Behavioral Nutrition and Physical Activity*: Many women met or exceeded the recommended 150 minutes of aerobic exercise a week, yet they spent only a fraction of their day actually being physically active. Furthermore they spent an average of nine hours *just sitting*.

### Does this sound familiar?

The solution: Keep exercising and if you're required to sit for long periods, take frequent breaks.

"We all know someone who gets a good workout in every day, but then spends a large portion of their day sitting in front of a computer with few breaks," said lead study

author Lynette Craft. "If these people could replace some of the sitting with light activity—just getting up, moving around, maybe standing up while talking on the phone, walking down the hall instead of sending an email—we do think they could gain health benefits."

### Don't just sit there!

#### Here's a simple stretch to get you started:

- Stand with feet shoulder width apart
- Bring right arm across chest
- Use left arm to slowly pull it across chest, grasping it either side of the elbow
- Hold for 15 to 30 seconds
- Repeat on other side
- Feel the stretch in your back and shoulder blade



Get a **Health Coach** and begin standing, stretching and walking your way to better fitness. By enrolling in Health Coaching you'll get fitness tips to fit your lifestyle and schedule, as well as:

- Unlimited phone and email access to your very own personal health coach
- An individualized action plan to help you reach your personal health goals

**To enroll, call 1-888-275-1205, Option 4  
Or visit**

**[www.KansasHealthQuest.com](http://www.KansasHealthQuest.com)**

Source: <http://www.ijbnpa.org/content/9/1/122> *International Journal of Behavioral Nutrition and Physical Activity*

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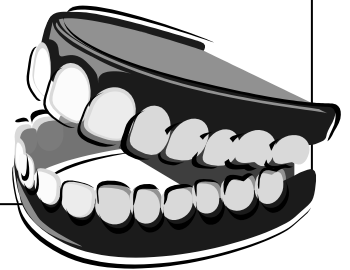
## A Dry Mouth Deserves Attention

**Does your mouth ever feel dry? Almost everyone experiences this sensation, which can stem from any number of conditions. This condition may seem innocent enough, but it can cause dental problems.**

Besides making your mouth uncomfortable, not having enough saliva can affect your oral health. You need good saliva flow to lubricate your oral tissues, cleanse your mouth of food particles, neutralize acid from plaque bacteria, and help the digestive process.

Not having enough saliva in your mouth can put you at risk for tooth decay and periodontal (gum) disease. If not treated, gum disease can lead to more serious oral health complications, such as swollen or bleeding gums, loose teeth, or even tooth loss.

Stress, anxiety, or nervousness can trigger brief periods of dry mouth. There are more than 400 medications, both prescription and over-the-counter, that list dry mouth as a side effect, including allergy medicines, blood pressure medications, and antidepressants. Cancer patients undergoing chemotherapy or radiation may also experience dry mouth because the treatment causes either a decrease in salivary secretion or thicker saliva. Other culprits include salivary gland disease, diabetes, hormonal alterations during pregnancy and menopause, and aging.



**Increasing your fluid intake may moisten your mouth. Other recommendations include:**

- **Sipping water or sugarless drinks**
- **Chewing sugarless gum or sucking on sugarless candy to stimulate salivary flow**
- **Using alcohol-free oral rinses**
- **Avoiding tobacco, alcohol, and caffeinated beverages**
- **Using a humidifier while you sleep if your mouth is dry at night**

What if your dry mouth persists? Talk with your dentist about prescription saliva substitutes or medications that stimulate saliva. If a medication or herbal supplement is the cause, a different prescription might help. Ask your dentist if you should see a physician.

Because patients with dry mouth are prone to oral health complications, it is critical that they brush gently with a soft-bristled toothbrush at least twice a day, with special attention to the gum line, and gently floss at least once a day. It's also important to see your dental professional regularly in an effort to avoid serious oral health problems.

- See more at: <http://oralhealth.deltadental.com/Search/22,Delta45#sthash.nyzXTXeS.dpuf>

# Give in to Your Natural Temptations



Fruit is a natural temptation for many of us. It attracts us, bursting with bright colors and interesting textures and drawing us in to its sweet flavor and dense nutrition. Beautiful fruits are not only tempting and tasty, but

have a great effect on our health – inside and out. Fruit is one of the richest sources of potassium. Because of this, people who have healthy servings of fruit in their diets tend to have lower blood pressure.

Before you make a mad dash to your grocer's produce section, review these tips for picking and storing fruit.

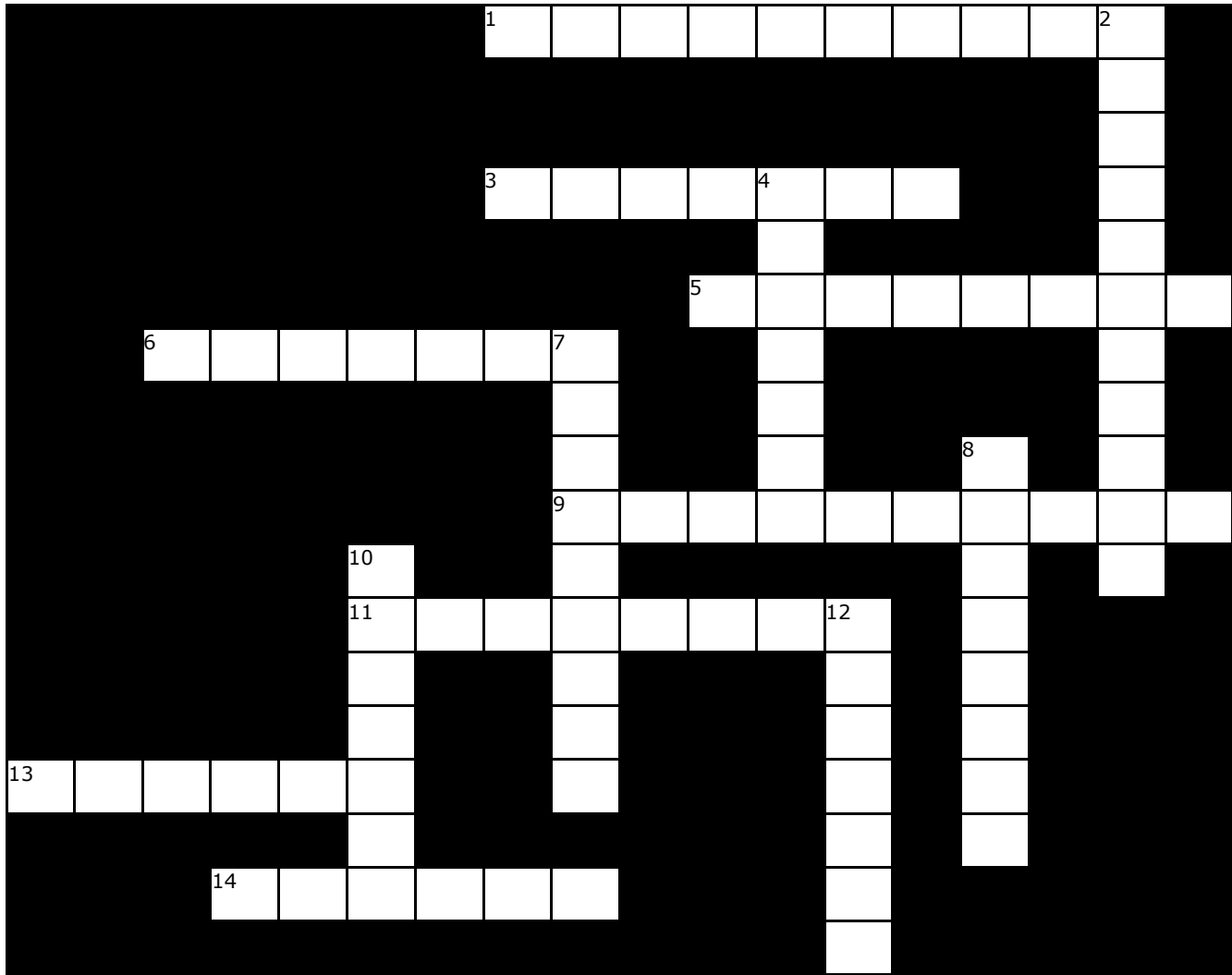
FRUIT	SHOPPING TIP	STORING TIP
 <b>Apple</b>	Well-colored, firm fruit with a pleasant smell.	In the refrigerator in an open plastic bag for up to 2 to 3 weeks.
 <b>Bananas</b>	Bright, firm, green fruit that is starting to turn yellow; at the peak of ripeness brown spots form.	At room temperature until ripe.
 <b>Berries</b>	Bright, plump berries with good uniform color and clean appearance.	In the refrigerator in the container they were sold for up to 10 days for blueberries or 1 to 2 days for other berries.
 <b>Grapefruit</b>	Fruit that is heavy for its size and firm yet springy to the touch and thin, blemish-free skin.	At room temperature for up to 1 week or in the refrigerator in an open plastic bag for up to a month.
 <b>Peaches &amp; Nectarines</b>	Smooth, plump with no trace of green on the skin.	At room temperature in a closed paper bag until ripe; then in the refrigerator for up to 1 week.
 <b>Watermelon</b>	Slightly dull rind; whole melon is symmetrical; in a cut melon you see deep red flesh free of white streaks.	At room temperature for 1 to 2 days or in the refrigerator for up to 2 to 3 days cut and in a container or 1 week if it is whole.

## Want to learn more about how you can make better choices to help improve your diet?

Enroll in Health Coaching for unlimited access to your very own personal health coach who will work one-on-one with you to create a custom diet plan you can follow. Work with your coach by phone or secure email. Participation is free and completely confidential as part of the HealthQuest program. Give in to the temptation and do something sweet for your health!

**To enroll call 1-888-275-1205, Option 4  
[www.KansasHealthQuest.com](http://www.KansasHealthQuest.com).**

## Direct Bill Newsletter Crossword



### Across

1. HealthQuest is offering free Biometric \_\_\_\_
3. Don't be like Dorothy, take cover from this \_\_\_\_
5. You can designate an Authorized \_\_\_\_\_ Representative at any time
6. April showers bring May \_\_\_\_
9. If you become Medicare eligible due to \_\_\_\_ you can enroll in a State supplemental plan
11. Keep this handy for sudden storms
13. To make a mid-year \_\_\_\_ to your plan, you must have a qualifying event
14. A spring holiday celebrated by millions worldwide

### Down

2. You can always contact one of our Direct Bill \_\_\_\_ for questions about your health coverage.
4. Captain \_\_\_\_ may be the most patriotic superhero there is
7. Another superhero mixed up in "webs" of danger and intrigue
8. Spring \_\_\_\_ is the act of purging out old stuff to replace with new stuff
10. Jim Henson can't seem to keep these characters out of trouble
12. If you ever move, make sure to update your \_\_\_\_ with the State



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MEMBERSHIP SERVICES—DIRECT BILL  
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